



OFFICE OF CITY COUNCILWOMAN ANA SANDOVAL DIRECTOR OF CONSTITUENT SERVICES

Job title	<i>Director of Constituent Services</i>
Salary Range	<i>Set by Elected Official</i>
Reports to	<i>Councilwoman</i>

This is a position being hired by City Council Member Ana Sandoval. Assistants are not city employees, but are employees of the individual Councilmember. These assistants answer only to the Councilmember by whom they are employed, and represent only the respective Councilmember's point of view in serving constituents.

Application Instructions:

Interested individuals should email a letter of interest, resume, and completed questionnaire to:

Ana Sandoval

Councilwoman-Elect District 7

Email: anasandoval.councilaide@gmail.com

Job purpose

- Under general direction from the Elected Official, performs a variety of professional duties involved in the coordination of activities for the District with city departments and external organizations. Provide information and assistance to the public. Will work closely with individuals, advocacy groups and other associations to provide information or referrals for City services. Must be politically astute and use discretion for all issues and requests.

Duties and responsibilities

- Works directly with residents of San Antonio on a daily basis.
- Serves in assisting meeting constituency needs within the parameters of City's policies and procedures.
- Drafts responses to citizen concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and follows-up to ensure resolution.
- Explains policies to community members and representatives of various interest groups and makes appropriate referrals for complex policy interpretation to the relevant Departments as necessary.
- Monitors various issues of concern and keeps Chief of Staff informed regarding residents' questions, suggestions, and complaints and resolution status.



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- Conducts research and follow-up for resolution of issues.
- Assists elected official in preparing for meetings, appearances, and events.
- Assists in facilitating meetings and events for the District.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and works cooperatively and jointly to provide quality customer services.
- Attends and participates in neighborhood association and HOA meetings and events; follows up on community inquiries.
- Maintains abreast of city programs and policy changes that may affect district constituents and works proactively to inform appropriate communities.
- Maintains abreast of best practices in local governance.
- Demonstrates commitment to continuous improvement.
- Maintains coworkers and supervisor apprised of activities and progress via communication and established office reporting protocols.
- Performs related duties and fulfills responsibilities as required.

Preferred Qualifications

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Urban Planning, Political Science, Public Administration, Communications or related field.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.
- Spanish language fluency preferred.
- Previous government experience desirable.

Knowledge, Skills & Abilities

- Knowledge of principles and best practices of public involvement.
- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing Microsoft Office Suite, Google Docs, and standard software.
- Skill in querying databases.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships.
- Ability to develop clear and concise memos and reports.



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- Ability to effectively manage multiple projects simultaneously.
- Ability to work independently; actively seek collaboration; support colleagues in their work, and work in a multicultural environment.
- Superior planning and organizational skills.

Work Location

Work Location:

City Hall – 4th Floor
100 Military Plaza
San Antonio, TX 78205 or district field office

Questionnaire:

1. Describe a public participation experience you have had with a council office, the City of San Antonio or other government agency. Summarize what worked well, what could have been better and how you would improve the process. (250 words)
2. Identify two initiatives you would like the Council Office to undertake. Explain why and how. (250 words)
3. What do you think qualifies as excellent customer service?
4. How well can you
 - a. Speak Spanish?
 - b. Write Spanish?
 - c. Read Spanish?
 - d. Speak/read/write any other languages?
5. List any areas in which you feel you have subject area knowledge, e.g., public safety, education...
6. Please provide names and contact information for three references:
 - a. Supervisor
 - b. Coworker
 - c. Someone you have supervised
7. Please submit
 - a. A writing sample 250 to 1,000 words long.
 - b. Any other sample work product you feel demonstrates your qualifications for the position.